



Business Services (Office)

Year 11/12

Student Work Placement Journal

Student:

School:

Host Employer:

Host Employer's Address:

Dates:



WORK PLACEMENT *made easy!*

Acknowledgement

Congratulations on taking part in work placement. Work placement is a fantastic opportunity for students and businesses alike.

For employers, work placement will help you to identify talented future employees in your area. It can also help your staff to develop new leadership skills while your student injects a little enthusiasm and energy into the workplace.

For students, work placement will help you to put the skills you've learnt in the classroom into practice. It's a great opportunity to get a feel for what it's like to work in your chosen industry, get real work-based expertise and meet experienced people who work in the field.

I encourage you to work hard, enjoy the challenges ahead of you and ensure you make the most of this first step towards your future career.



MARGY OSMOND

Chief Executive

State Chamber of Commerce (NSW)

"The Student Work Placement Journals are based on a concept developed by Sutherland, Bondi, St George and Port Jackson District Offices of NSW DET and the Sutherland Business Education Network."



INTRODUCTION

To the workplace supervisor:

This journal provides a record of the student's HSC work placement with your company. Your guidance and support for the student during this time is greatly appreciated.

Suggested pre-placement and placement actions are indicated on page 2. Please also ensure that you read over and sign the following:

- The Confidentiality Agreement (page 3)
- The Industry Induction (page 4)
- Attempted student competencies (page 7) and
- Your evaluation of the student (page 8).

Students are required to maintain a daily record of their experiences and will ask you to sign off on their journal each day.

CONTENTS

Introduction and Contents	1
Contact Details / Important Notes	2
Confidentiality Agreement	3

Workplace Supervisor

• Industry Induction / Orientation	4
• Skills Audit	5
• Suggested Student Activities	6
• Workplace Competencies	7
• Workplace Supervisors Evaluation Report	8

Student

• Work Placement Checklist	9
• Workplace Expectations	10
• Workplace Report	11
• Work Placement Time Sheet	12
• Work Placement Journal	13-20
• Notes &/or Additional Assignment	21

EMERGENCY CONTACT INFORMATION

For emergencies **during school hours**, please contact the school or TAFE using the information provided on the cover page.

For emergencies **out of school hours** please contact the nominated person on the following page.

AFTER HOURS CONTACT DETAILS

Contact Name / s: _____

Relationship to Student: _____

Contact Number / s: _____

EMPLOYER & WORK PLACEMENT DETAILS

Host Employer Organisation: _____

Host Employer Address: _____

Host Employer Contact Name: _____

Work Placement Dates: From: _____ To: _____

NOTES TO WORKPLACE SUPERVISOR / S

The workplace supervisor is asked to do the following:

Before the work placement / commencing the work placement

- Discuss the Confidentiality Agreement on page 3 with the student and then sign.
- Conduct an Industry Induction / Orientation at the beginning of the placement and complete the checklist on page 4.
- Read and consider the Skills Audit on page 5 before determining suitable activities for the student (NB the classroom teacher, student and student placement record should also be consulted).

During the work placement

- Consider suitable activities for students from the list on page 6.
- Complete the record of demonstrated competencies on page 7.
- Complete the Evaluation Report on page 8.
- Sign the student's Time Sheet each day on page 12.
- Sign the student's journal entries each day.

NOTES TO STUDENT

- Complete the checklist on page 9 and read the student expectations on page 10 before your placement.
- Make this booklet available to your supervisor at the beginning of your placement.
- Complete your Time Sheet each day and have your supervisor sign.
- Complete your journal entries every day.
- Ensure your workplace supervisor completes and signs the appropriate pages in this booklet prior to completion of work placement.
- Complete your Workplace Case Study as discussed with your teacher (see page 11).
- Return this booklet to your teacher on your return to school.



CONFIDENTIALITY AGREEMENT

This agreement concerns the WORK PLACEMENT:

of: _____
Student Name

at: _____
Business Name

from: / / to: / /

I understand that during this work placement I may have access to information that is private and confidential. I agree that I will not convey to any person outside the host employer's workplace any knowledge or information of a confidential nature which is gained in the course of this work placement.

I will at all times show loyalty towards the host employer. I understand the seriousness of any breach of this Confidentiality Agreement.

Failure to maintain confidentiality may result in the immediate termination of the work placement, disciplinary action by the school and possible legal action by the employer, depending on the seriousness of the breach.

Student Signature: _____

Date: _____

Employer Signature: _____

Date: _____



ATTENTION : WORKPLACE SUPERVISOR



INDUSTRY INDUCTION / ORIENTATION

It is expected that each student will be given an induction or orientation to their particular industry work placement upon arrival, or prior to attending their work placement. As a minimum, the following should be included:

Note: Supervisor to tick each activity when completed, then sign below.

<input type="checkbox"/>	Demonstrate the activities undertaken by the organisation
<input type="checkbox"/>	Outline the management structure of the organisation
<input type="checkbox"/>	Discuss work behaviour requirements and expectations
<input type="checkbox"/>	Explain the dress standards applicable to the job and workplace
<input type="checkbox"/>	Demonstrate the safety requirements applicable to the job and workplace
<input type="checkbox"/>	Discuss relevant procedures in case of accident, emergencies, evacuation etc.
<input type="checkbox"/>	Show location of facilities, such as toilets, change room, kitchen or staff areas, etc.
<input type="checkbox"/>	Explain start and finish times, work breaks, work routines, etc.
<input type="checkbox"/>	Outline procedures to follow in the event of non-attendance
<input type="checkbox"/>	Introduce to staff with whom the student will be working
<input type="checkbox"/>	Show who to talk to regarding any problems

This induction / orientation will help to ensure the safety of the student, as well as assist them to make a quick and efficient transition into the workplace environment.

Industry induction / orientation completed:

Supervisor Name: _____

Position: _____

Supervisor Signature: _____

Business Name: _____

Date of Induction / Orientation: _____



ATTENTION : WORKPLACE SUPERVISOR/TEACHER



The audit has been completed by the student's classroom teacher and below indicates the level of skills and experience the student may have demonstrated in the course to date.

BUSINESS SERVICES SKILLS AUDIT

SKILLS	NOT YET ATTEMPTED	STARTING TO DEVELOP	BECOMING COMPETENT
Communication			
- Oral			
- Written			
- Numeracy eg. petty cash			
Operate office equipment			
- Telephone			
- Computer			
- Photocopier			
- Facsimile			
- Other			
Handle mail			
Record keeping			
Teamwork			

☐

Completed relevant HSC VET course OH&S units

☐

Satisfactorily participated in work readiness preparation for work placement

Teacher's Name

Date

Teacher's Signature



ATTENTION: WORKPLACE SUPERVISOR



SUGGESTED STUDENT ACTIVITIES: BUSINESS SERVICES

Teachers delivering this course and workplace supervisors who have hosted their students recommend any of the following activities for students to complete during work placement. This is not a finite list – you may wish to offer other equally suitable activities relevant to the course.

The skills audit completed by the student's teacher (page 5) is a good starting point. Talking with the student should help reveal the student's levels of confidence and maturity; their current strengths, their preferred competencies to work on and perhaps some areas to improve. The Student's Placement Record can also assist. **NB: the activities include degrees of independent work – instruction and supervision must still be provided for the student.**

- Identify the company's policy for:
 - Visitors
 - Telephone calls
 - Messages
 - Leave
- What types of forms are used – where possible ask for samples.
- Outline the mail processes both incoming and outgoing.
- Assist with the receipting, stamping and distribution of incoming mail.
- Produce simple documents, letters, reports etc. using the computer.
- Receive and relay telephone and other incoming messages.
- Observe and, if possible, be part of petty cash handling procedures, invoicing and banking.
- Identify and retrieve documents from the computer, perform data entry, print monthly statements / prepare invoices using a computerised account system.
- Observe protocol for preparing and processing financial documentation for cashflow and accounting records.
- Observe and if practical perform bank reconciliations and other accounts duties.
- Copy, collate and file documents, in accordance with office protocols, as required.
- Document the methods used for file and storage of documents in the workplace.
- Draft simple correspondence with the aid / approval of the supervisor.
- Select, operate and maintain a piece of office equipment to complete a given task.
- Write the operating instructions for a piece of equipment used for the first time.



ATTENTION: WORKPLACE SUPERVISOR



WORKPLACE COMPETENCIES – BUSINESS SERVICES

Student's Name: _____ School / TAFE: _____

The student may demonstrate some or all of the following competencies. Please indicate in the **Observed Box** if the student has performed the task competently at entry-level standard or better. **NB This page is intended to provide a record of workplace competencies attempted by the student. It can be used by teachers to gather evidence of the student's developing competency. It is not intended to be used by workplace supervisors as a formal competency assessment record.**

ACTIVITY	OBSERVED
• Follows OH&S policies and procedures	
• Communicates well with staff, customers, suppliers and clients.	
• Works as a team member	
• Use a computer to: <ul style="list-style-type: none">– produce a variety of documents– retrieve and print documents– operate and send emails (electronic mail)	
• Telephone operations <ul style="list-style-type: none">– handle incoming calls– make work related telephone calls	
• Operate and maintain a range of office equipment <ul style="list-style-type: none">– photocopier– facsimile– other	
• Handle mail <ul style="list-style-type: none">– receive– distribute– dispatch	
• Cash flow and accounting records <ul style="list-style-type: none">– petty cash– invoices– banking	
• Security of records <ul style="list-style-type: none">– file documents– retrieve documents	
•	
•	
•	

Optional Comments:

Signed: _____ Date: _____



WORKPLACE SUPERVISOR'S EVALUATION REPORT*



Student's Name: _____ School / TAFE NSW: _____

Please comment on the performance of the student while at the workplace.

If appropriate, mark more than one square in each of the following groups:

Attitude to the job

- ☐ Enthusiastic
- ☐ Interested
- ☐ Appears indifferent

Appearance and dress

- ☐ Appropriate
- ☐ Well groomed and neatly dressed
- ☐ Inappropriate

Ability to work with others

- ☐ Shows flexibility
- ☐ Works well in a team environment
- ☐ Prefers to work alone

Ability to work unsupervised

- ☐ Shows initiative
- ☐ Readily seeks further advice
- ☐ Needs encouragement
- ☐ Waits to be told what to do
- ☐ Not applicable to this position

Adjustment to the work environment

- ☐ Settled immediately
- ☐ Settled in well after a while
- ☐ Experienced difficulty

Persistence with tasks given

- ☐ Highly motivated
- ☐ Persistent
- ☐ Needs encouragement
- ☐ Not applicable to this position

Punctuality

- ☐ Always on time
- ☐ Satisfactory
- ☐ Unsatisfactory

Ability to communicate

- ☐ Outstanding communication skills
- ☐ Communicates well
- ☐ Has difficulty

Ability to follow instructions

- ☐ Shows good understanding
- ☐ Willing to seek clarification
- ☐ Needs close supervision

Attention to safety

- ☐ Excellent
- ☐ Adequate
- ☐ Could take more care

General comments (optional)

Supervisor's name: _____

Position: _____

Signature: _____

Date: _____



ATTENTION : STUDENT/TEACHER



WORK PLACEMENT CHECKLIST

It is your responsibility to:

- Make this journal available to your supervisor
- Complete journal and work placement report
- Return this journal to your teacher at the conclusion of your work placement.

Please complete details

The name of your employer	
The name of the person you are to contact	
The address and telephone number of the employer	
How will you get to and from work?	
If travelling by public transport, do you have current timetables?	
How long will it take you to get to your work placement?	
The length of your work placement	
The hours you must work and the meal breaks you will take	
Special clothing/equipment requirements	
The procedures in the event of an accident in the workplace	
What to do if there is an industrial dispute at your workplace	
Access to shops/canteen for meals	
The school/teacher contact phone number in case a problem arises	
List the materials/information you need to take with you on your first day	

Please tick if you have:

<input type="checkbox"/>	Telephoned the employer/supervisor before starting the work placement.
<input type="checkbox"/>	Organised details of pre-placement induction with the employer.
<input type="checkbox"/>	The relevant forms and information to be passed on to the employer. (Student Placement Record/An Employers Guide to Workplace Learning).
<input type="checkbox"/>	Your emergency procedures card.

Student signature: _____

Date: _____

Teacher signature: _____

Date: _____



ATTENTION : STUDENT/TEACHER



EXPECTATIONS OF STUDENTS

You will be expected to:

- Attend the workplace on the designated days
- Notify the **workplace & the school / TAFE NSW campus** if you are late, unable to attend or experiencing difficulties
- Be punctual, both on arrival and after breaks
- Show interest in the work and have a positive attitude
- Dress appropriately for the workplace
- Behave appropriately at all times
- Apply your knowledge and skills as an entry level worker
- Follow occupational health and safety requirements
- Take care of your employer's property
- Follow instructions and accept suggestions
- Ask for help as required
- Follow the routine of the workplace
- Keep personal problems at home
- Keep track of your progress by **completing your journal entries**
- Arrange a time to discuss your progress with your workplace supervisor
- Thank the workplace supervision and staff at the end of your work placement.
NB: Host employers are not paid. Their time has contributed to your education, skill development and work readiness.

Employers have requested that students:

- Switch off mobile telephones during work time
- Discourage friends from attending the workplace.

I have read and understand the above expectations:

Student Name: _____

Student Signature: _____

Date: _____



ATTENTION : STUDENT/TEACHER



WORKPLACE REPORT

During your Work Placement you may be required to produce a case study that will include the following information:

<input type="checkbox"/>	A description of the establishment and the services offered
<input type="checkbox"/>	A flow chart showing the names of the staff and their positions
<input type="checkbox"/>	A description of at least two different types of career opportunities available in this workplace. Identify the qualifications and skills required for each career.
<input type="checkbox"/>	A list of activities which involve working as part of a team.
<input type="checkbox"/>	A description of equipment used, a range of their functions and safety features.
<input type="checkbox"/>	Dress code of this establishment
<input type="checkbox"/>	The names of the people involved in the management of OH&S
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	



ATTENTION : WORKPLACE SUPERVISOR/STUDENT



Student Name: _____

Organisation Name: _____

Supervisor Name: _____

Record of Work Placement Hours

Date	Start Time	Finish Time	Lunch	Total Hours	Supervisor Signature
<i>Eg. 22.3.04</i>	<i>9.00am</i>	<i>5.00pm</i>	<i>1 hour</i>	<i>7 hours</i>	
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
Total hours completed:			Supervisor Signature:		



ATTENTION : STUDENT



STUDENT WORK PLACEMENT JOURNAL

Day: _____

Date: _____

Start time: _____

Finish Time: _____

Equipment Used:

.....

.....

.....

Tasks Completed:

.....

.....

.....

New Skills Learnt:

.....

.....

.....

How Could I Improve:

.....

.....

.....

Supervisor's Signature: _____

Hours Worked: _____



ATTENTION : STUDENT



STUDENT WORK PLACEMENT JOURNAL

Day: _____

Date: _____

Start time: _____

Finish Time: _____

Equipment Used:

.....

.....

.....

Tasks Completed:

.....

.....

.....

New Skills Learnt:

.....

.....

.....

How Could I Improve:

.....

.....

.....

Supervisor's Signature: _____

Hours Worked: _____



ATTENTION : STUDENT



STUDENT WORK PLACEMENT JOURNAL

Day: _____

Date: _____

Start time: _____

Finish Time: _____

Equipment Used:

.....

.....

.....

Tasks Completed:

.....

.....

.....

New Skills Learnt:

.....

.....

.....

How Could I Improve:

.....

.....

.....

Supervisor's Signature: _____

Hours Worked: _____



ATTENTION : STUDENT



STUDENT WORK PLACEMENT JOURNAL

Day: _____

Date: _____

Start time: _____

Finish Time: _____

Equipment Used:

.....

.....

.....

Tasks Completed:

.....

.....

.....

New Skills Learnt:

.....

.....

.....

How Could I Improve:

.....

.....

.....

Supervisor's Signature: _____

Hours Worked: _____



ATTENTION : STUDENT



STUDENT WORK PLACEMENT JOURNAL

Day: _____

Date: _____

Start time: _____

Finish Time: _____

Equipment Used:

.....

.....

.....

Tasks Completed:

.....

.....

.....

New Skills Learnt:

.....

.....

.....

How Could I Improve:

.....

.....

.....

Supervisor's Signature: _____

Hours Worked: _____



ATTENTION : STUDENT



STUDENT WORK PLACEMENT JOURNAL

Day: _____

Date: _____

Start time: _____

Finish Time: _____

Equipment Used:

.....

.....

.....

Tasks Completed:

.....

.....

.....

New Skills Learnt:

.....

.....

.....

How Could I Improve:

.....

.....

.....

Supervisor's Signature: _____

Hours Worked: _____



ATTENTION : STUDENT



STUDENT WORK PLACEMENT JOURNAL

Day: _____

Date: _____

Start time: _____

Finish Time: _____

Equipment Used:

.....

.....

.....

Tasks Completed:

.....

.....

.....

New Skills Learnt:

.....

.....

.....

How Could I Improve:

.....

.....

.....

Supervisor's Signature: _____

Hours Worked: _____



ATTENTION : STUDENT



STUDENT WORK PLACEMENT JOURNAL

Day: _____

Date: _____

Start time: _____

Finish Time: _____

Equipment Used:

.....

.....

.....

Tasks Completed:

.....

.....

.....

New Skills Learnt:

.....

.....

.....

How Could I Improve:

.....

.....

.....

Supervisor's Signature: _____

Hours Worked: _____

NOTES AND / OR ADDITIONAL ASSIGNMENT